

RISK MANAGEMENT COORDINATOR

Code No.: 4-18-465

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for coordinating and conducting the workers' compensation processes for a jurisdiction or department. Duties include reviewing and securing information to process claims adequately, assisting employer attorneys defend claims, and monitoring the process to ensure the processing of claims are in compliance with state, federal laws and regulations, and employer requirements. The employee reports directly to, and works under the general supervision of a human resources or employee benefits director or other higher level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Coordinates all aspects of a workers' compensation program;

Reviews workers' compensation claims by reading legal, medical, third party administrator, workers' compensation board and private investigator reports to assist the third party administrator and employer defense attorney in defending claims at hearings;

Serves as the point of contact for employees, third party administrators, and state and federal agencies for the purpose of managing workers compensation claims on behalf of the employer;

Reconciles and tracks claim payments for the purpose of ensuring compliance with state and federal regulations;

Investigates and submits claim forms for affected parties and maintains status for filed claims for the purpose of providing expedient and satisfactory resolutions;

Evaluates workers compensation data from a wide variety of sources;

Provides input for developing management policy and procedures regarding safety concerns and issues;

Reviews injury reports and informs safety committee of safety concerns;

Meets with the nurse case manager to determine progression of workers compensation cases and assists with developing a return to work plan when employees have restrictions;

Listens to employees' testimonies for errors or omissions in court;

Testifies in court regarding claims;

Reviews pertinent information of each claim for inconsistencies for the purpose of assisting the employer to obtain a favorable outcome;

Recommends surveillance of claimants by an investigator when appropriate;

Recommends to supervisor ways to reduce risk and liability as it relates to workers' compensation claims;

Maintains records for unemployment insurance claims;

Performs required clerical duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the workers' compensation law; good knowledge of the principles and practices of the workers' compensation law and third party liability claims; working knowledge of the legal system as it relates to workers' compensation claims; ability to identify risk potential and safety hazards and provide input to appropriate staff; ability to gather and analyze information from a wide variety of sources; ability to comprehend and interpret complex written material; ability to investigate situations, analyze findings and recommend corrective actions; ability to accurately complete related forms; ability to maintain up-to-date and accurate records and files; ability to testify in court; ability to solve business mathematical problems; ability to communicate orally and in writing; ability to develop and maintain effective working relationships; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus five (5) years of paid full-time or its part-time equivalent experience managing* or coordinating a workers' compensation program or unit.

*managing, for the purpose of these minimum qualifications, involves the independent direction and control of an identifiable program or organizational unit.

SPECIAL REQUIREMENT: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

ADOPTED: June 7, 2012